



## Help with Login Issues

A number of issues can occur when trying to access the Plan Room site. While majority of these are not technical issues, there is no way to know for sure.

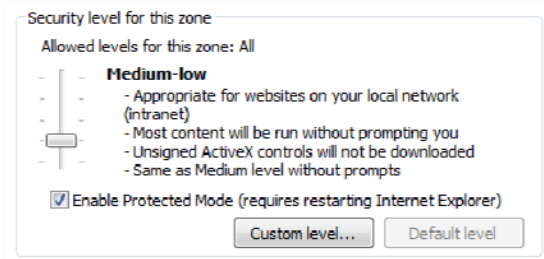
To assist with login issues, try some of the following troubleshooting tips:

- 1) Ensure there are no typos in the user name or password.
  - a. Request an email of the user name and password from PCL.
  - b. Once you receive the email, copy and paste the user name and password directly into the login fields.
  - c. By copying and pasting, this will help remove the chance of any typos. Typos are the number one issue with logging into the site, and in most cases, this is the solution to the login problems.

- 2) Ensure the security level of Internet Explorer is not set too high.
  - a. Select **Tools** from the top right of the browser, then select **Internet Options**.



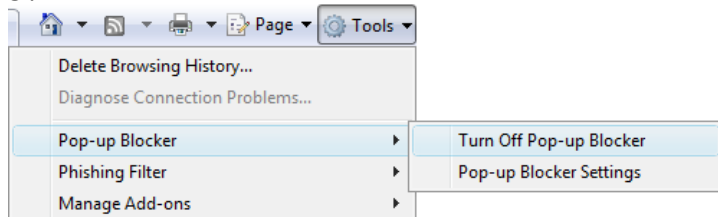
- b. Click on the **Security** tab and in the **Security level for this zone** section, ensure the slider is set to **Medium-low**.



- c. Sometimes this setting is set specifically by the network administrator of your company. Ensure you are allowed to change the above settings.

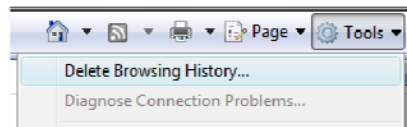
- 3) Ensure the pop-up blocker is not causing problems.

- a. Select **Tools** from the top right of the browser, then select **Pop-up Blocker** and **Turn Off Pop-up Blocker**.



- 4) Clear the Internet Explorer history.

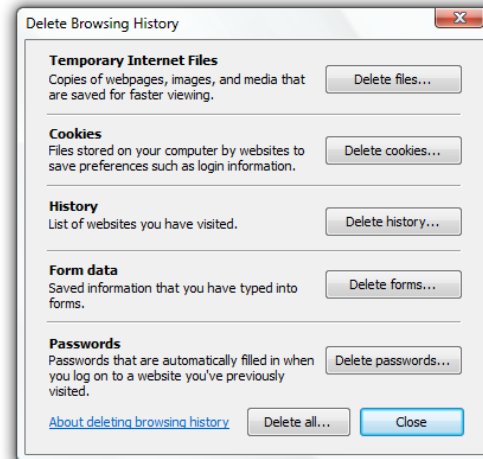
- a. Select **Tools** from the top right of the browser, then select **Delete Browsing History**.





- b. From the **Delete Browsing History** screen, click on the following buttons, selecting **Yes** to any confirmation messages:

- i. Delete files...
- ii. Delete cookies...
- iii. Delete history...
- iv. Delete forms...



- c. Do not click on **Delete Passwords**. In many cases, no one remembers their passwords when they are set to automatic, and this may cause further problems.
- d. Restart the computer.